

Welcome Neighbor

*A Customer's Guide
To Santee Cooper.*



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A Message From Our President:

This booklet has been designed to acquaint you with our many services. A large portion of what you'll find inside deals with the practical matters of your electric service - like how to read your electric meter, the various billing options we offer including our convenient e-Billing program, what to do if you have a problem, etc.

We also offer some very helpful advice on how to manage your use of electricity. There are plenty of low-cost ways to cut your energy costs and we're eager to show you how and where to save. Keeping down energy costs while providing the most reliable service possible is what our customer service is all about.

And our highest priority is customer service. That's why we're very interested in knowing how you feel about Santee Cooper. In the front of this booklet you'll find a card that asks for your comments. Please take a moment to give us your thoughts and then mail the postage-paid card back to us. Also, in the back of this booklet please notice the cards offering free information about our services and marketing programs.

Be sure to keep this booklet in a convenient place for future reference. And if you need service or have any questions, feel free to call, write or stop by a Customer Service Office near you. Whatever your questions may be, we're here to help.

Sincerely,

A stylized, handwritten signature in black ink that reads "Lonnie N. Carter". The signature is fluid and cursive, with the first name "Lonnie" being more prominent and the last name "Carter" following in a similar style.

Lonnie N. Carter
President and Chief Executive Officer

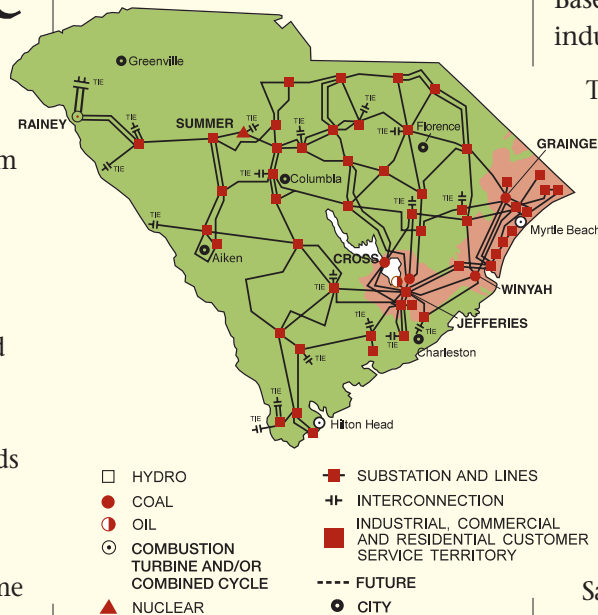
Who We Are

Santee Cooper's beginnings can be traced back to a dream that began over 200 years ago. It was the dream of economic prosperity, connecting the Santee River and the Cooper River by a 22-mile canal. Operated from 1800 to 1850, the first true canal in America helped transport crops and goods from the Midlands and Piedmont to the great port of Charleston.

The Santee Cooper dream became a reality on April 7, 1934, when the South Carolina General Assembly created the South Carolina Public Service Authority for the purpose of constructing and operating the Santee Cooper Hydroelectric and Navigation Project.

Today Santee Cooper is a major energy and economic resource for more than 1.8 million South Carolinians, providing electrical service to approximately 150,000 residential and commercial customers in Berkeley, Horry and Georgetown counties, including

SERVICE TERRITORY, GENERATING STATIONS AND TRANSMISSION LINES



the following areas: Myrtle Beach, North Myrtle Beach, Atlantic Beach, Surfside Beach, Garden City, Murrells Inlet, Conway, Moncks Corner, Pinopolis, Bonneau Beach, St. Stephen, Pawleys Island and Loris.

We also generate the power distributed by all of the state's 20 electric cooperatives serving more than 625,000 customers in 46 counties.

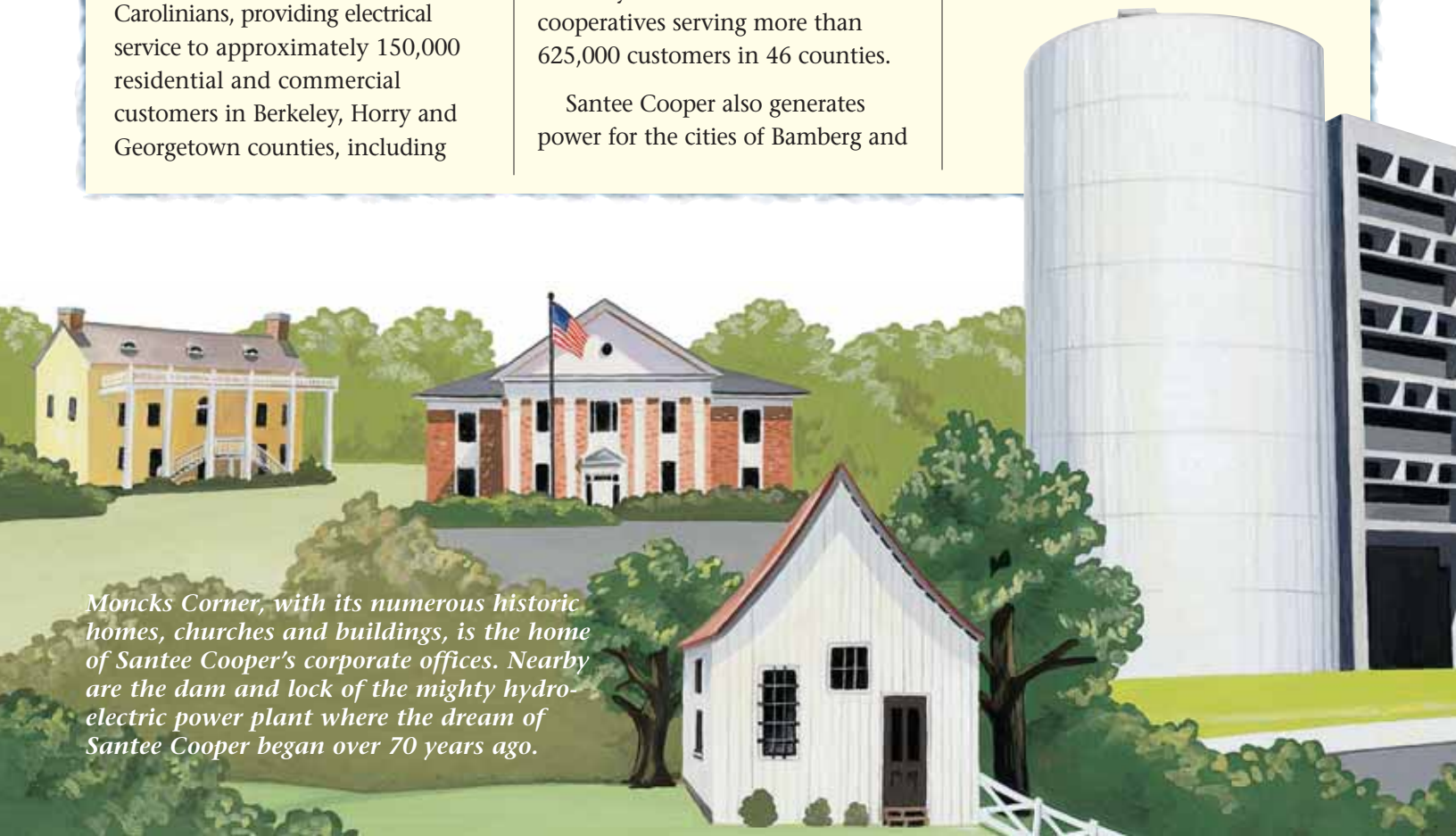
Santee Cooper also generates power for the cities of Bamberg and

Georgetown, Charleston Air Force Base and more than 30 large industries.

The Santee Cooper Regional Water System wholesales water to the Lake Moultrie Water Agency. The system pipes the water to four Lowcountry water utilities that supply water to more than 116,000 consumers.

Santee Cooper is a state-owned electric and water utility, but is a totally self-supporting organization. The people of South Carolina govern Santee Cooper through a statewide board of directors appointed by the governor and approved by the state Senate. Each congressional district is represented, as well as each of the three counties where Santee Cooper serves retail customers directly. The board also has a member who has electric co-operative experience.

Moncks Corner, with its numerous historic homes, churches and buildings, is the home of Santee Cooper's corporate offices. Nearby are the dam and lock of the mighty hydroelectric power plant where the dream of Santee Cooper began over 70 years ago.



Our cost of electric power is among the lowest provided by any generating utility in the state. We do this by efficient management of our resources, which allows us to provide electric power at some of the lowest rates in South Carolina, and in the entire Southeast.

From our beginning to the present, Santee Cooper has maintained the philosophy expressed in our enabling legislation. As it states, we remain "committed to benefit the people of South Carolina, through the improvement of their health and welfare, and material prosperity."

Residential Service

Starting Service

The most convenient way to apply for new electric service is to visit your local Santee Cooper Customer Service Office. If you are unable to come in, an application form can be found on our Web site: www.santeecooper.com/customer-service/forms_cs.html or mailed to you. You can also request service by writing, sending a fax to us or by phone. The following items are needed when applying for a new service: copy of personal identification – driver's license and social security card, a check, money order or credit card for the security deposit. Authorized agents (realtors, brokers, etc.) can open an account for you if you provide a signed letter of authorization and copy of your personal identification.

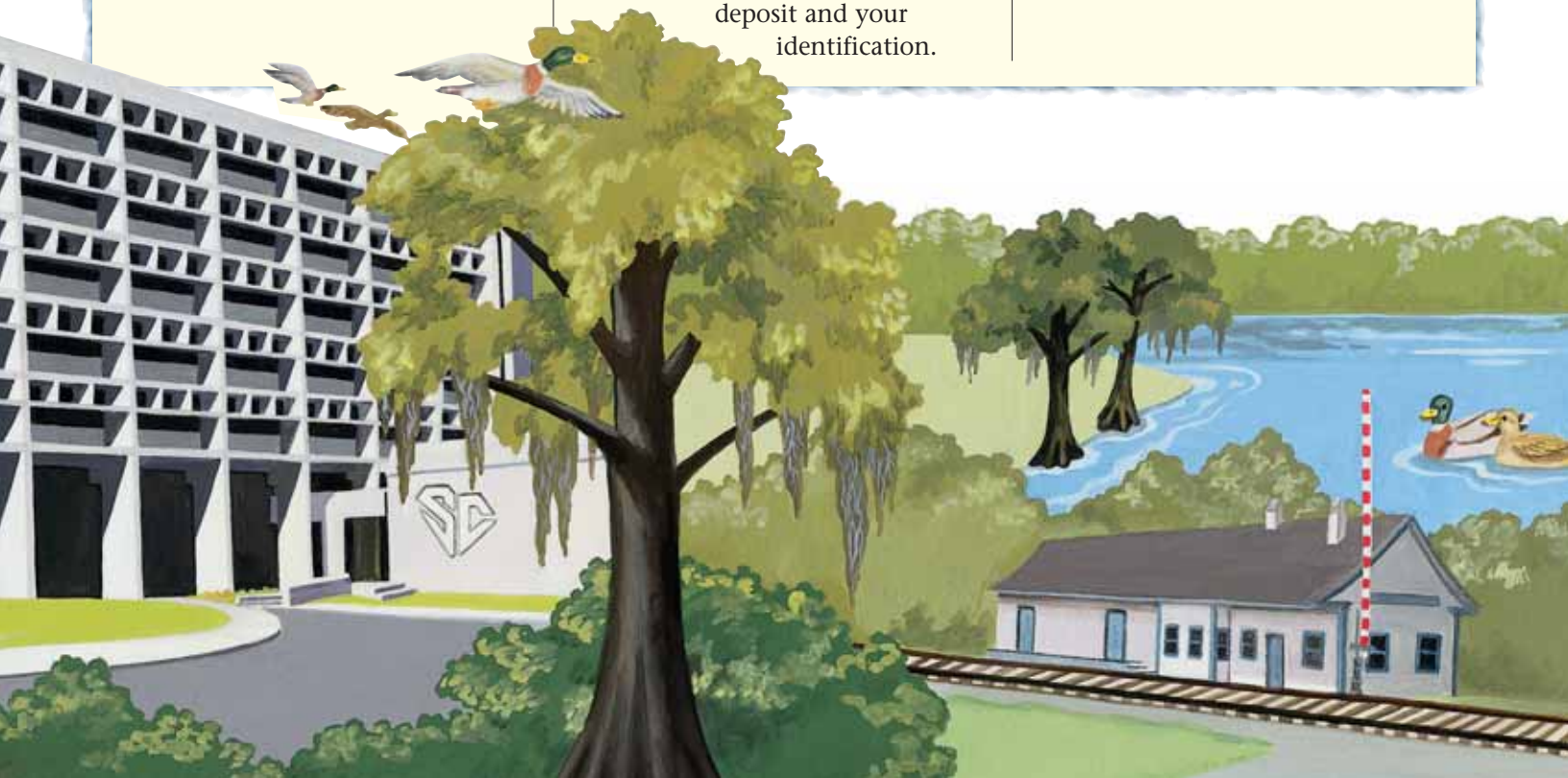
Service will not be connected until you have provided a signed authorization form, a security deposit and your identification.

Security Deposits

New residential customers are required to provide a security deposit or a credit check when applying for service. Your deposit is credited to your account with interest after a 13-month history of on-time good payment, or applied to your final bill if the account is discontinued. Security deposits earn interest annually and begin accruing when your account is opened.

A security deposit is not required if you have previously established a good payment history with Santee Cooper or another electric utility. A customer who has paid his utility bill on time for the last 12 months establishes a good payment history.

If you are moving from another utility, please request a letter of credit from your previous utility referencing the location where your new Santee Cooper service is needed. Have it mailed, faxed or e-mailed directly to your local Customer Service Office prior to requesting service. If you are applying in person, bring your letter of credit with you.



Transferring Service

You may request an account transfer if you are moving to another residence within our residential service area.

If you are relocating and require service at both the new and old locations while you are moving, service can be provided at both locations for a maximum of five working days. A connection fee is required at the new location.

Security deposits are not required for account transfers if you have established a 12-month good payment history. All past-due bills must be paid before additional service is provided. Your personal residential account cannot be transferred to another person. You can find an application form on our Web site: www.santeecooper.com/customerservice/forms_cs.html

Stopping Service

You may request electric service to be stopped by calling or e-mailing your local Customer Service Office. Please provide us with a date for disconnection and a forwarding address for the final billing. Whenever possible, we try to

provide next-day service, but a minimum two-day notice is requested to assure timely response.

Planting Near Transformers And Meter Bases

Many homeowners would like to have a screen of shrubs to block the view of padmount transformers on their property, but special care must be taken to keep plantings



a safe distance away from utility equipment. Santee Cooper personnel need direct access to the equipment in the event of power interruptions or to perform maintenance. Please observe the distances indicated in the illustration when planting around transformers or meter bases.

Temporary Service

Santee Cooper has established installation standards for temporary and permanent service connections. These standards are for your safety and help assure reliable electric service. Service installations must be approved by Santee Cooper before power will be connected.

Before construction begins, you may request temporary service. Before we can schedule and connect temporary power, the meter service must be inspected by the local municipal or county building department. We will need a copy of your inspection permit if the service is located outside the city limits. A charge to cover the costs of installation will be included on your first bill.

After construction is complete, you may request permanent service. Please apply for permanent service at your earliest opportunity to minimize your power cost. You can find an application form on our Web site: www.santeecooper.com/customerservice/forms_cs.html



New Construction And Manufactured Homes

An inspection by your electrical building inspector is required before permanent power can be connected to a newly constructed home, a manufactured home being moved into the area, or a manufactured home being moved from one location to another. Building inspections are scheduled through your local city or county government. If your new home is located outside the city limits, the Permit to Furnish Electric Power or the Certificate of Occupancy must be brought into our office before power connection can be scheduled.

Also, when building a new home, contact the engineer for your area to get a specific location of where the meter base needs to be attached so they can begin the process of

scheduling line work. This could take 10-15 days to complete.

Installation Service

Santee Cooper tries to provide prompt service. Our schedule depends upon the current demand for service. To ensure that your power is "on" when you move in, we suggest you plan ahead and notify Customer Service prior to the date you need service. We prefer at least three days notice for basic meter installations.

For new service that requires more extensive work, a longer time period may be required to complete the necessary line work. Call Customer Service for more specific information.

Call Before You Dig

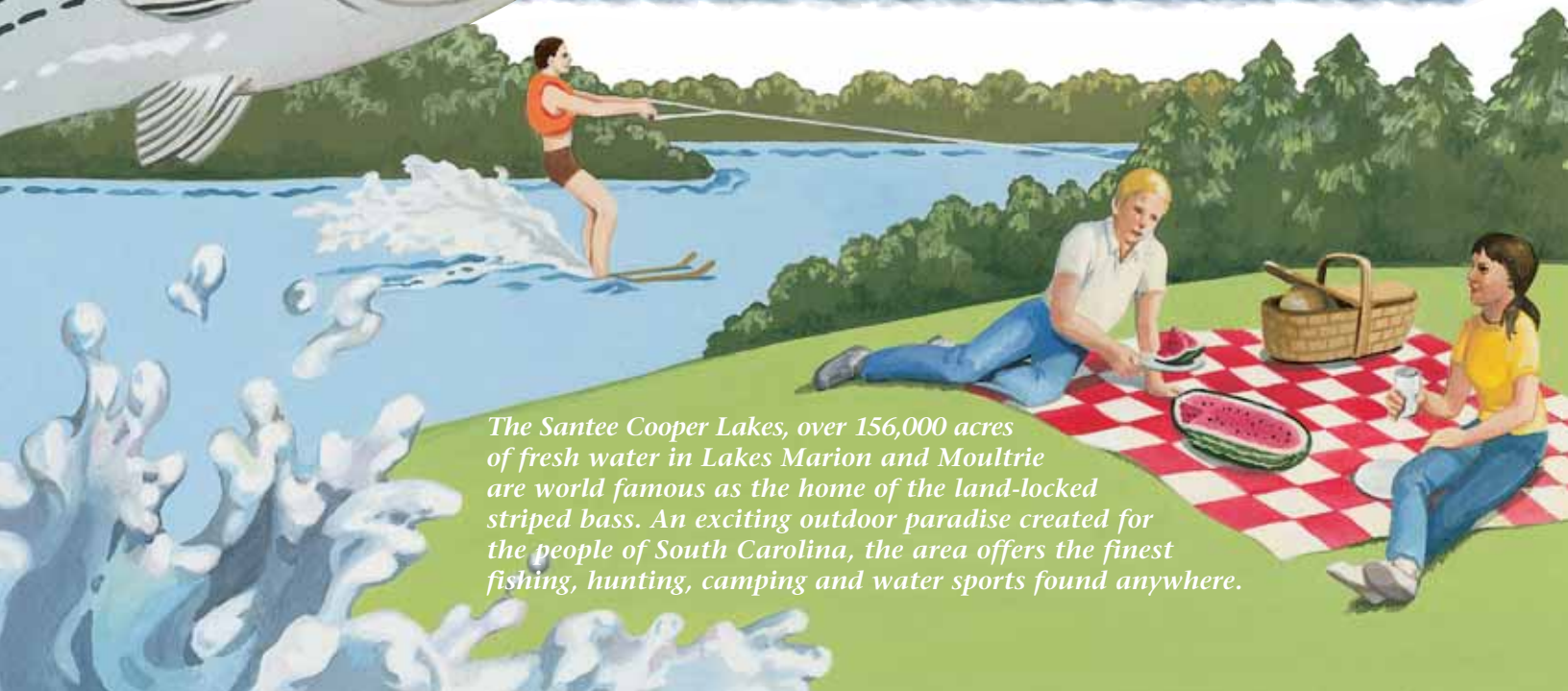
Before doing any digging in your yard, make sure no underground cables are in your path.

Disturbing a cable could disrupt your electric service or cause serious injury. To check call 1-888-721-7877 at least 72 hours before you begin your work or visit www.sc1pups.org

Residential Electric Rates

Santee Cooper offers a menu of rates to serve a variety of needs and lifestyles. Santee Cooper's rates are some of the lowest in South Carolina and in the entire Southeast.

A complete listing of Santee Cooper's rates can be found at: www.santeecooper.com/customer-service/electricrates.html or in a separate brochure. If you have any questions concerning any of these rates, please call or e-mail your nearest Santee Cooper Customer Service Office.



The Santee Cooper Lakes, over 156,000 acres of fresh water in Lakes Marion and Moultrie are world famous as the home of the land-locked striped bass. An exciting outdoor paradise created for the people of South Carolina, the area offers the finest fishing, hunting, camping and water sports found anywhere.

Your Monthly Bill

Determining Your Billing Period

Santee Cooper's residential service area is divided geographically. The area in which you live determines the date on which your meter will be read, what your billing period will be, the date on which your bill will be mailed to you, and when the payment is due.

Why Your Meter Reading Is Important

Your meter is scheduled to be read one working day each month. To ensure we have an accurate reading, it is important to keep the area around the meter free of obstructions such as locked gates, fenced areas, overgrown plants or unfriendly animals that can make it impossible for us to reach your meter.

Estimated Bills

Although it rarely happens, we sometimes estimate your power use if we can't reach your meter because of obstructions or severe weather. The next time a true reading can be obtained, your bill will be adjusted to reflect the actual usage. If your usage has been estimated, it will be noted on your monthly bill.

Payment Options

There are several ways your monthly electric bill can be paid. You may pay your bill in person, mail, by bank draft, by phone, or e-Billing. A customer service representative will personally accept your payment at any one of our local customer service locations.

When you pay in person, cash, check, money order or credit card can be accepted. If you pay by mail, please use a check, credit card or money order and include the billing invoice (the top portion of your bill) with payment. Credit cards excepted are MasterCard, Visa and Discover. We also ask that you write your account number on the face of your check or money order to help assure your account is properly

credited. Write the credit card number and expiration date on the billing invoice before you send it.

Budget Plans

There is a budget payment program available to residential customers who have had service for at least one year and have a good pay history. The budget plan estimates your annual bill and divides the amount into 12 equal payments, thereby averaging the seasonal highs and lows of electric cost. Call us for more information about our budget billing plan.

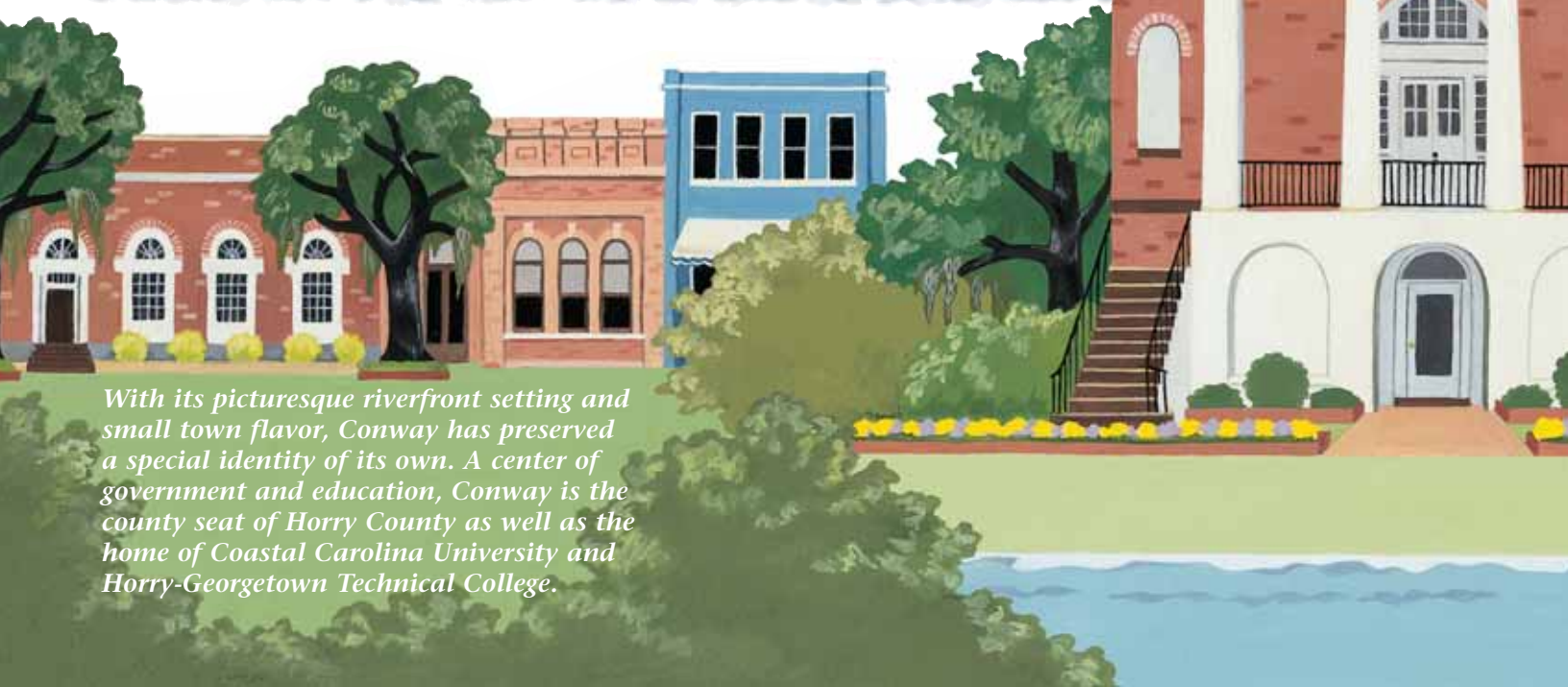
If You're Unable To Pay

If you cannot pay your bill on time, please call us for assistance. Special arrangements may be made for payment so your service will not be disconnected.

e-Billing

There is a new, simple, secure and convenient way to pay your electric bill by using

With its picturesque riverfront setting and small town flavor, Conway has preserved a special identity of its own. A center of government and education, Conway is the county seat of Horry County as well as the home of Coastal Carolina University and Horry-Georgetown Technical College.



e-Billing. Any customer with access to the Internet can enroll. Santee Cooper has found a way for you to be able to view, pay or compare bills online. This will eliminate time, postage and paper. With e-Billing you can get updates when your electric bill has been posted. You can also send any questions you may have to our customer service representatives.

Draft Payment Plans

You can pay your bill by an automatic bank draft through your checking or savings account. You receive a bill as usual, but as noted on your bill, your bank account is automatically drafted for the amount due. The Draft Billing Plan saves you postage and time.

The Budget Draft Payment Plan is available to customers who have had service with Santee Cooper for at least one year. The budget plan estimates the customer's annual bill and divides the amount into 12 equal payments. The customer will pay the same amount each month and choose the draft date. The customer's banking account is drafted for the same amount each month.

Customer Charge

A customer charge is included in each monthly bill. This charge covers certain ongoing costs associated with meter reading, billing, accounting and so forth which are part of making service available to you, regardless of use. The customer charge is applied on all active accounts, whether or not power is consumed.

Service Charges

Service charges are required on same-day service requests, setting up a temporary service, responding to a service call where the wrong location was given or where there were problems associated with meter tampering. Also, service charges are billed for returned checks, trouble calls that were not Santee Cooper's responsibility, or termination of service due to non-payment.

Late Payment

Your bill is considered late if payment is not received by the due date shown on the bill. A good payment history is established when you pay your bill on time. A late charge will be added to accounts with any balances remaining after the due date.

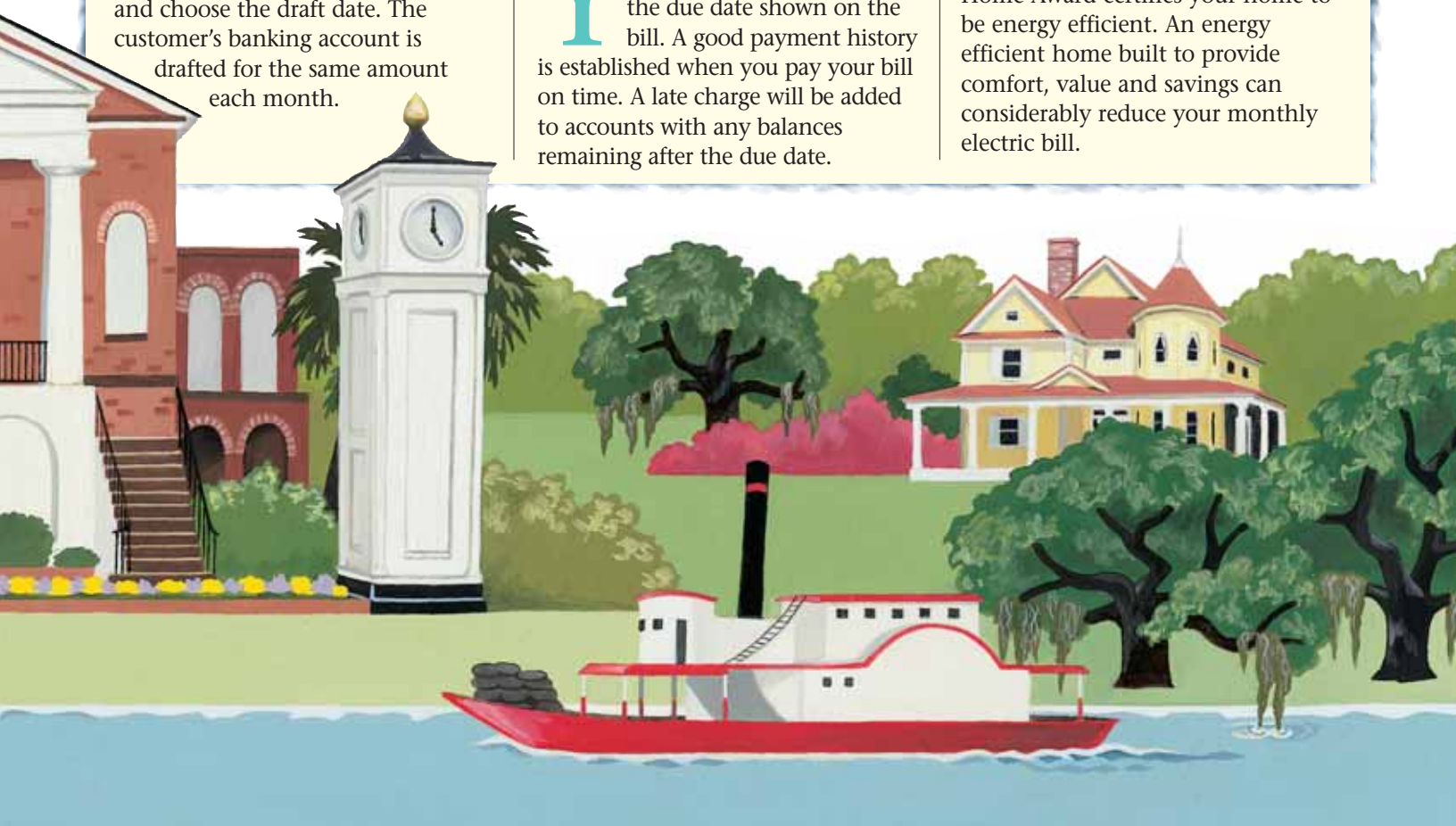
Marketing Programs

Santee Cooper promotes the Good Cents Home Program for those who are in the market for a new home or a modular home that is energy efficient or for those interested in upgrading their existing homes to be more energy efficient.

What Is A Good Cents Home?

A Good Cents Home is a well-insulated home using a properly sized high-efficiency electric heat pump to keep air cool in the summer and warm in the winter.

Building or modifying an existing home to meet the Good Cents Home guidelines can significantly reduce the amount of energy used to heat and cool the average home. Qualifying for the Good Cents Home Award certifies your home to be energy efficient. An energy efficient home built to provide comfort, value and savings can considerably reduce your monthly electric bill.



Features

The Good Cents features are a set of construction guidelines and equipment recommendations that substantially reduce a home's energy requirements for heating, cooling and water heating.

The two most important features incorporated into Good Cents design are insulation and efficient heating and cooling equipment. A high-efficiency electric heat pump along with improved insulation levels are the keys to lower energy costs.

Other Good Cents features are insulated windows and doors; insulated and sealed heating and cooling ducts; caulking and weather stripping to make tight seals around doors and windows and holes where electrical or plumbing pipes enter the home.

What About My Older Home?

Existing homes can also qualify under the Good Cents Program.

Some home improvements are relatively simple. Others, like the installation of a heat pump, will require a state-licensed mechanical

contractor. You can do some of the work yourself, or you can hire a contractor to do the work for you. Contact a Santee Cooper marketing representative for a list of Good Cents contractors.

Online Energy Audits

Because each home consumes energy at different levels, we offer our residential customers an online energy audit program. The program gives customers a full energy analysis, reports on areas of improvement and provides access to a library of energy-saving ideas. There are two forms of audits available online at our Web site. To begin an online energy audit, go to www.santeecooper.com/energyaudit/

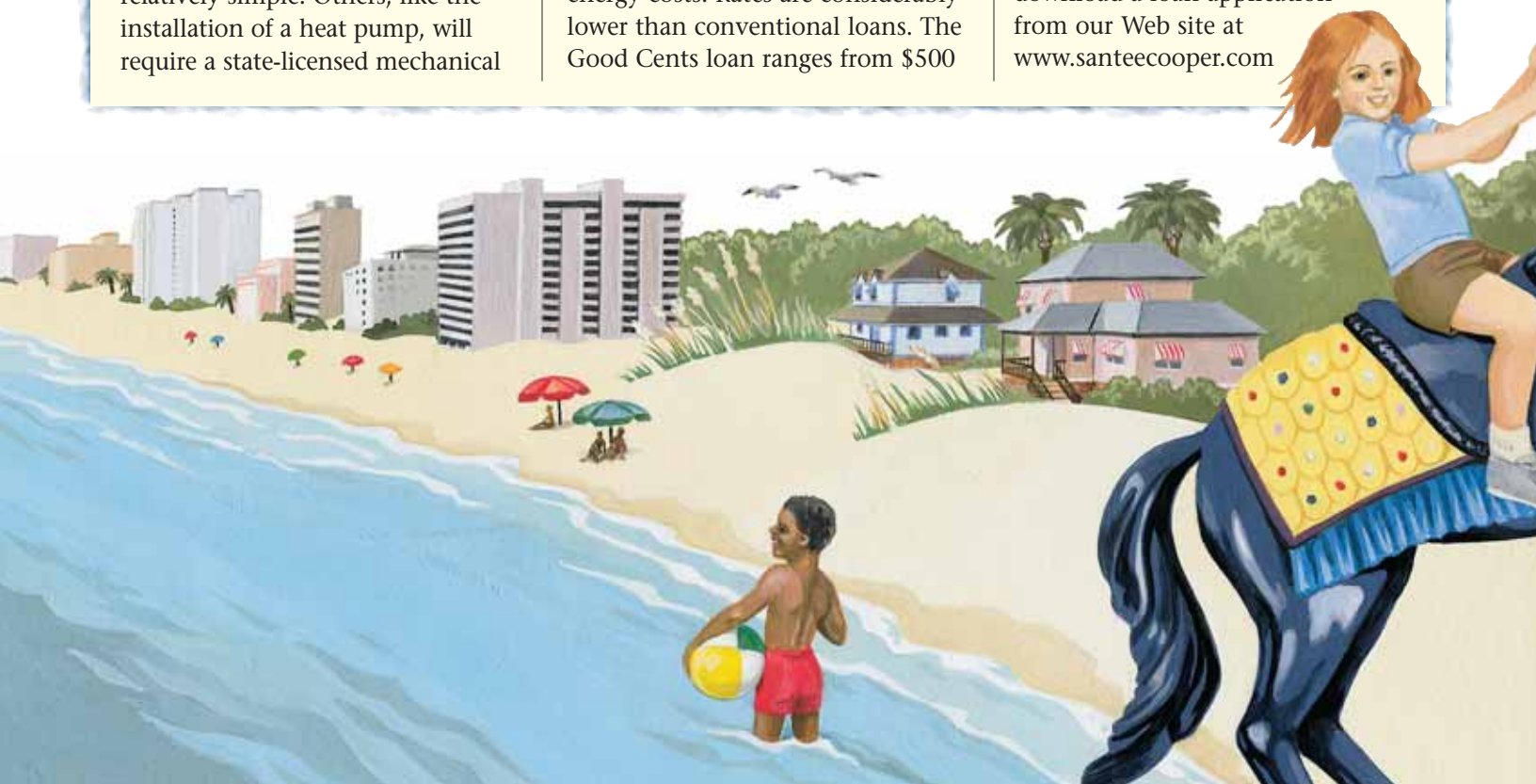
Good Cents Loan Program

Santee Cooper also offers the Good Cents Loan program that allows customers to finance energy-efficient improvements to their homes as well as other conservation upgrades and devices that help reduce their energy costs. Rates are considerably lower than conventional loans. The Good Cents loan ranges from \$500

to \$10,000 with no money down and up to 60 months to repay loans over \$1,000. The monthly payment is added to your electric bill.

The customer can use the Good Cents loan for: caulking and weather stripping, electric ranges, electric water heaters, heat pump water heaters, heat recovery devices when used with an electric water heater, high efficiency electric heat pumps, replacement windows, storm or insulated doors and storm windows as well as insulation for attics, walls, floors and ducts.

Santee Cooper will evaluate each installation and must approve the specifications and loan before the work is performed. Only measures installed by contractors meeting certain requirements and agreeing to the loan's installation specifications can be financed. Homeowners and landlords of residential property may qualify. Once you fill out a loan application and the loan has been approved, then a payment plan can be set up. Your monthly payment could be as low as \$50. Call your nearest Santee Cooper Customer Service Office for more information. You can also download a loan application from our Web site at www.santeecooper.com



Green Power

Santee Cooper has launched a Green Power program that increases the use of renewable energy and helps protect the environment. Green Power is electricity that is generated by renewable resources such as solar, wind and even decomposing garbage in selected landfills. Any Santee Cooper customer may be involved in bettering the environment for the next generation by opting to purchase Green Power. For more information about our Green Power program, visit www.santeecooper.com/greenpower or call your nearest Santee Cooper Customer Service Office. You can find an application form on our Web site: www.santeecooper.com/customerservice/forms_cs.html

Surge Protection

South Carolina and the coastal areas are known for spikes caused by lightning, animals or an accident involving utility poles or power lines. Santee Cooper has established a whole house

surge protection program that will help protect your valuable electronics and appliances. For more information, call (843) 347-3399, ext. 3026 in Horry and Georgetown counties or (843) 761-8000, ext. 3026 in Berkeley County. You can find an application form on our Web site: www.santeecooper.com/customerservice/forms_cs.html

Water Heater Worries

Of all the modern appliances, one we cherish dearly is the water heater. It's one appliance we just can't do without.

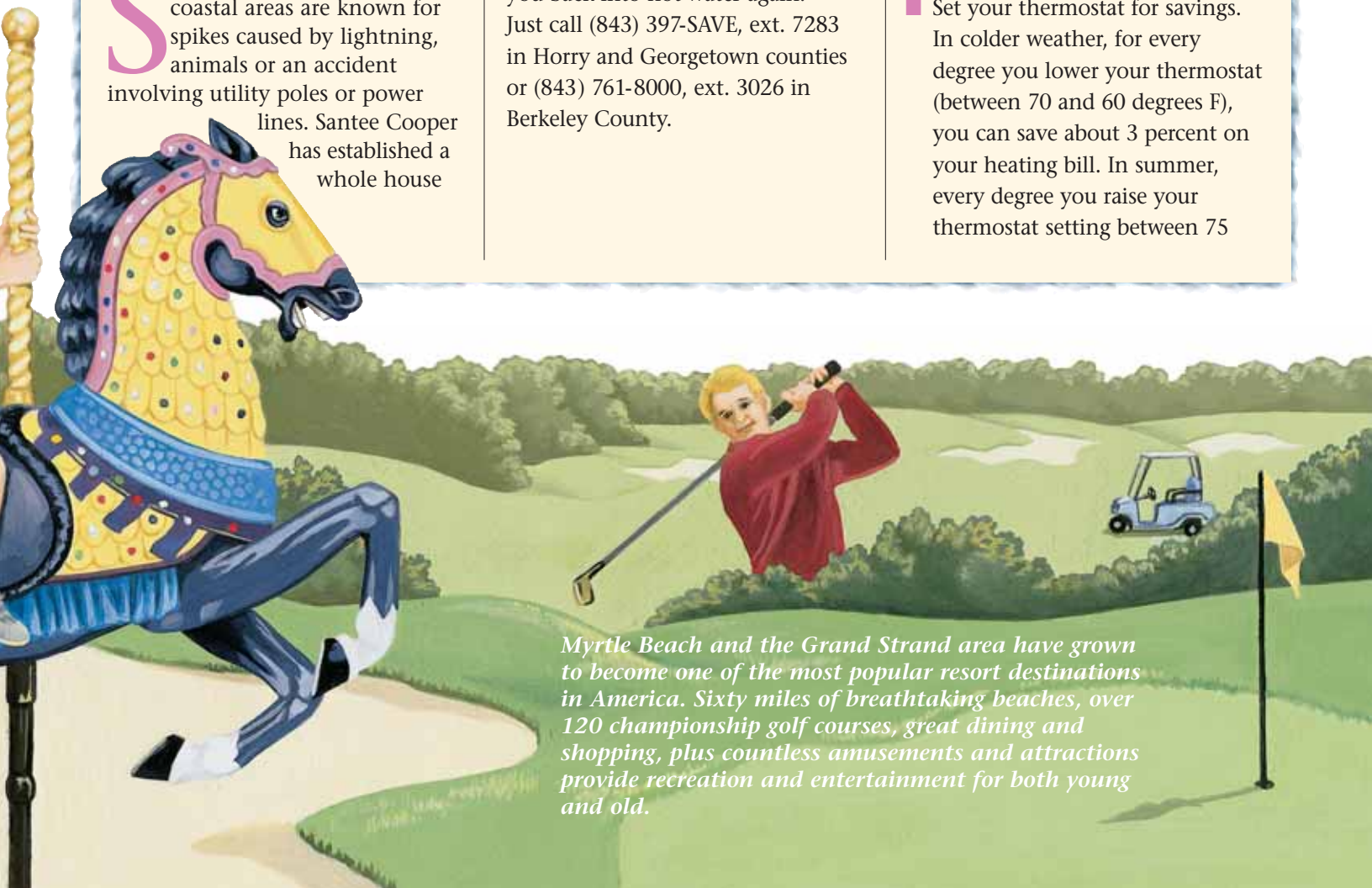
So, what happens when there's trouble with the water heater in your house? A call to the Santee Cooper Hot Water Help Line is a good place to start. We'll refer you to a licensed plumber in your area who can get you back into hot water again. Just call (843) 397-SAVE, ext. 7283 in Horry and Georgetown counties or (843) 761-8000, ext. 3026 in Berkeley County.

Many Ways To Conserve Energy

No-Cost Energy Savings

There are some very simple "no-cost" energy conserving methods that can save as much as 25 percent on your utility bill.

- Install low-flow showerheads.
- Reduce the setting on your water heater thermostat. Normally set on 120-140 degrees.
- Switch to cold-water or warm-water clothes washing. This can save 35 gallons of hot water per wash or about \$50 per year.
- Set your thermostat for savings. In colder weather, for every degree you lower your thermostat (between 70 and 60 degrees F), you can save about 3 percent on your heating bill. In summer, every degree you raise your thermostat setting between 75



Myrtle Beach and the Grand Strand area have grown to become one of the most popular resort destinations in America. Sixty miles of breathtaking beaches, over 120 championship golf courses, great dining and shopping, plus countless amusements and attractions provide recreation and entertainment for both young and old.

and 80 degrees F reduces your cooling costs 2 to 3 percent.

- Opening and closing your window shades at certain times can save you money. In winter, open shades to let in sunlight and warmth. In summer, close shades to keep out the heat.
- Change filters on your heat pump and heating and air conditioning units regularly — no less than four times per year.
- Turn off lights when not in use. This is an easy way to save. And reduce all non-reading and working lights to low wattage bulbs (such as 30-watt). Fluorescent lighting and compact fluorescent light bulbs give off more light for less money in working areas. Three-way bulbs allow you to adjust the lighting levels.

Low-Cost Energy Savings

There are also a number of low-cost energy savers you can install that will save money on your utility bill.

- Caulking and Weatherstripping - Windows and doors are obvious

candidates for caulking and weatherstripping. Other less obvious losses of energy take place underneath baseboards, around wall outlets and through holes where plumbing pipes, cable television and telephone wires enter the house. Also, losses occur through holes around exhaust fans, dryer vents and sink and bathtub drain pipes. Caulking and sealing these leaks can be a large energy-saving measure.

- Added Insulation - Insulate heating and air conditioning ducts where they pass through attics, crawlspaces and basements. Add insulation around the water heater tank to cut heat loss. Some manufacturers warn against adding insulation — read all labels first, and do not cover thermostats.
- Energy Efficient Appliances - Before you purchase a heat pump, air conditioner, water heater or any other appliance, check the efficiency ratings to be sure you are getting the most for your money.

Also before you buy, be sure your air conditioner and heat pump are properly sized. Units that are too large for the space not only cost

more, but will waste energy and provide lower comfort levels. Santee Cooper can give you helpful, money-saving information on air conditioner and heat pump sizing and efficiency. Call a Santee Cooper marketing representative.

Start By Figuring Your Power Use

Your electric meter, located on the outside of your home or apartment, is usually read about the same date each month by Santee Cooper. It is easy to read the meter - in fact, we encourage you to read your own meter every day to gain valuable information about how much energy you are using and what things affect your energy consumption. Our electric meters have four or five dials that operate much like the mileage indicators on your car. By subtracting an earlier reading from a current reading, you can see how much power was used since the earlier reading.

Begin with the dial on the right and read from



right to left. When the hand is between two numbers, read the smaller number. When a hand is directly on a number, read that number if the hand to the right is on or past 0. If not, read the smaller number.

In the illustration, the current reading is 59984. Subtracting a prior reading (let's use 58062 as an example) from the new reading shows that 1922 kilowatt-hours of



electricity were used in the period between the prior and current readings.

For More Information

There are many publications for Santee Cooper that suggest practical, low-cost ideas for conserving energy.

For free copies, call, e-mail us at customer care@santeecooper.com or stop by your nearest Customer Service Office.

Commercial Service

Starting Service

New commercial service is started in the same way as residential service.

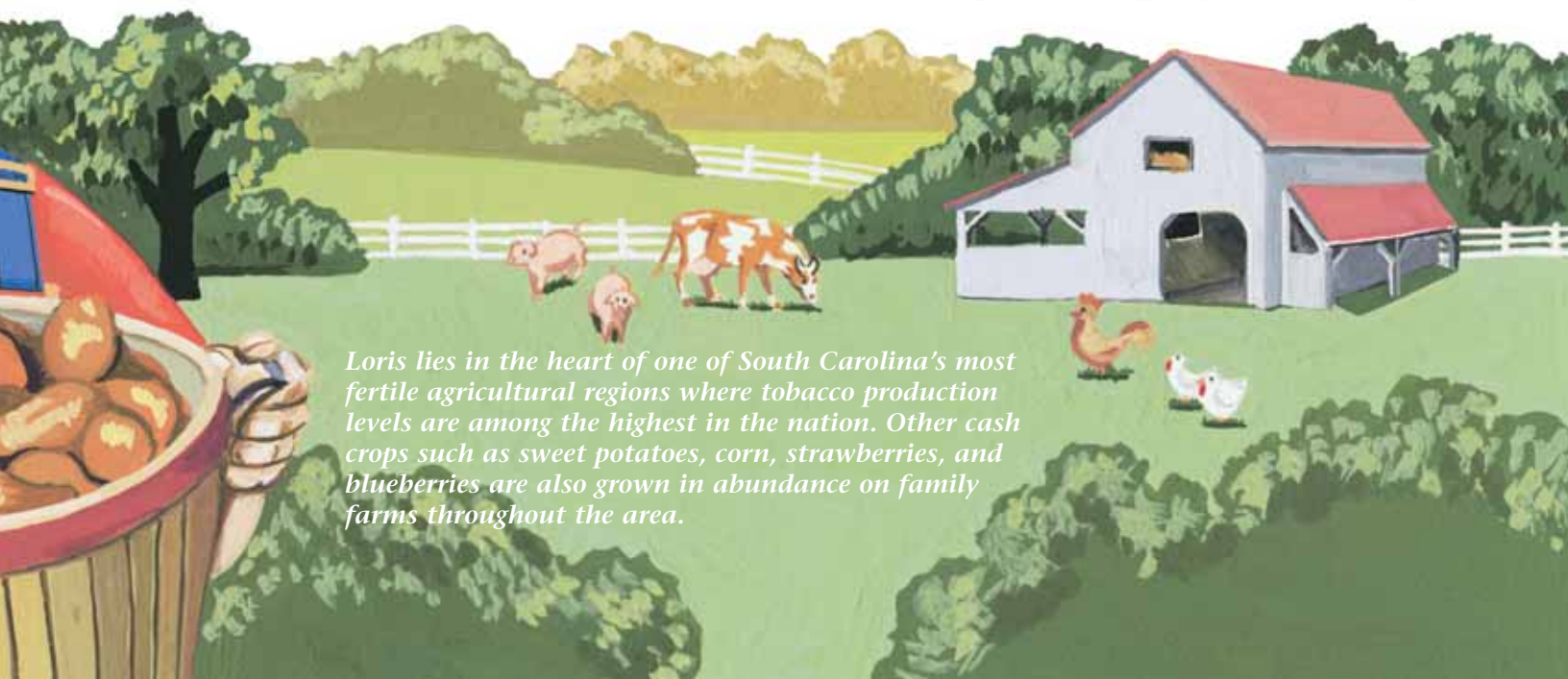
You can visit your local Santee Cooper Customer Service Office, or if you are unable to come in, an application form can be mailed to you. Authorized agents (realtors, brokers, etc.) can open an account for you if a signed authorization form and copies of your personal identification and federal identification are also provided. The signed application form, along with a security deposit, personal identification and federal identification, are required prior to having your power connected. You can also find an application form on our Web site: www.santeecooper.com/customer service/forms_cs.html

Security Deposits

A security deposit for commercial accounts is an amount equal to twice your projected highest bill. For new commercial accounts, Santee Cooper will estimate your highest monthly usage. Security deposits cannot be refunded until the account has been closed. However, the deposit amount earns interest that can be requested annually. A surety bond can be accepted in lieu of a security deposit. The minimum amount of the surety bond is \$2,000.

Choice Of Rates

Commercial customers are offered a choice of rates if their monthly usage exceeds 7,500 kilowatt-hours three times in any twelve-month period. The Medium General Service Rate (GS) is usually the best choice for normal business operation. Customers with businesses that are seasonal in nature and operate at reduced levels during part of the year, may select the Seasonal Rate (GV). Customers who can shift the majority of their energy usage to off-peak hours may



Loris lies in the heart of one of South Carolina's most fertile agricultural regions where tobacco production levels are among the highest in the nation. Other cash crops such as sweet potatoes, corn, strawberries, and blueberries are also grown in abundance on family farms throughout the area.

select the Time-of-Use Rate (GT). Customers using large amounts of energy consistently throughout the year, may select the Large General Service Rate (GL).

To request a rate review call Commercial Services at (843) 347-3399, ext. 3118 in Horry and Georgetown counties or (843) 761-8000, ext. 3118 in Berkeley County. The final rate selection from those available is the customer's responsibility.

Demand Billing

Demand is the rate at which a customer consumes energy. Santee Cooper must design its generation, transmission and distribution systems to supply the peak demand of our customers. As a demand customer, there are ways you can control the demand by following an organized plan of power use. For instance, staggering the times you use electrical equipment and not turning on all the equipment at once can reduce your monthly demand billing.

Stopping Service

Commercial accounts are set up on a one-year contract. If your service is disconnected prior to one year from the date of application, the minimum monthly charges for the remaining months in the one-year period will be included on the final bill and deducted from your security deposit. A written request is required to disconnect commercial service.

Stand-By Generator Program

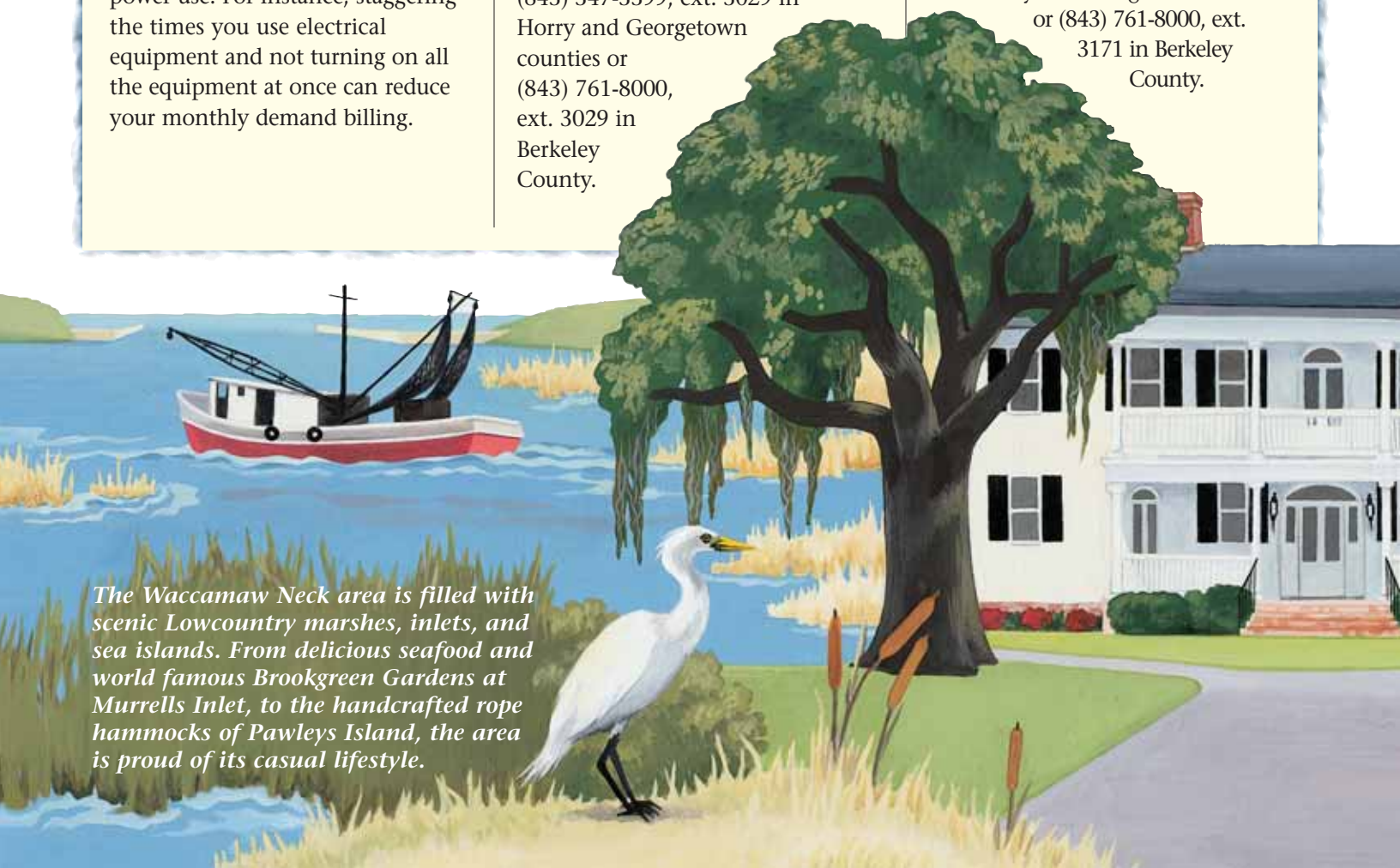
Santee Cooper's reliability is extremely high, although power outages still do occur, especially in hurricane prone Coastal South Carolina. You will be relieved to know that Santee Cooper now offers a generator-leasing program called the Stand-By Generator program. For more information you can visit www.santeecooper.com or call (843) 347-3399, ext. 3029 in Horry and Georgetown counties or (843) 761-8000, ext. 3029 in Berkeley County.

Green Power

Santee Cooper shares a vested interest in the protection of our environment for future generations. By purchasing Green Power, you are helping to improve the environment in the community you serve.

Santee Cooper's commercial customers can purchase an unlimited amount of Green Power. Our commercial customers have the choice to be a Green Power Partner with as little as 2 percent of their total annual billing amount. By becoming a Partner you can receive specific benefits, such as: use of the Green Power logo, recognition on the Santee Cooper Web site and various other promotions. If your company is interested in becoming a Green Power Partner you can find an application form on our Web site: www.santeecooper.com/greenpower/forms_gp.html or you can call your local Santee Cooper Customer Service Office at (843) 347-3399, ext. 3171 in Horry and Georgetown counties or (843) 761-8000, ext. 3171 in Berkeley County.

The Waccamaw Neck area is filled with scenic Lowcountry marshes, inlets, and sea islands. From delicious seafood and world famous Brookgreen Gardens at Murrells Inlet, to the handcrafted rope hammocks of Pawleys Island, the area is proud of its casual lifestyle.



Good Cents For Businesses

For commercial customers planning to build a new facility, Santee Cooper has Commercial Good Cents.

The Commercial Good Cents Program provides owners, developers, contractors, architects and engineers with valuable technical assistance that will help them build more energy-efficient buildings that can reduce energy costs, offer more comfortable working environments, and qualify for a cash rebate of up to \$4,000.

Call your nearest Santee Cooper Customer Service Office and ask for a commercial marketing representative.

Commercial Energy Surveys

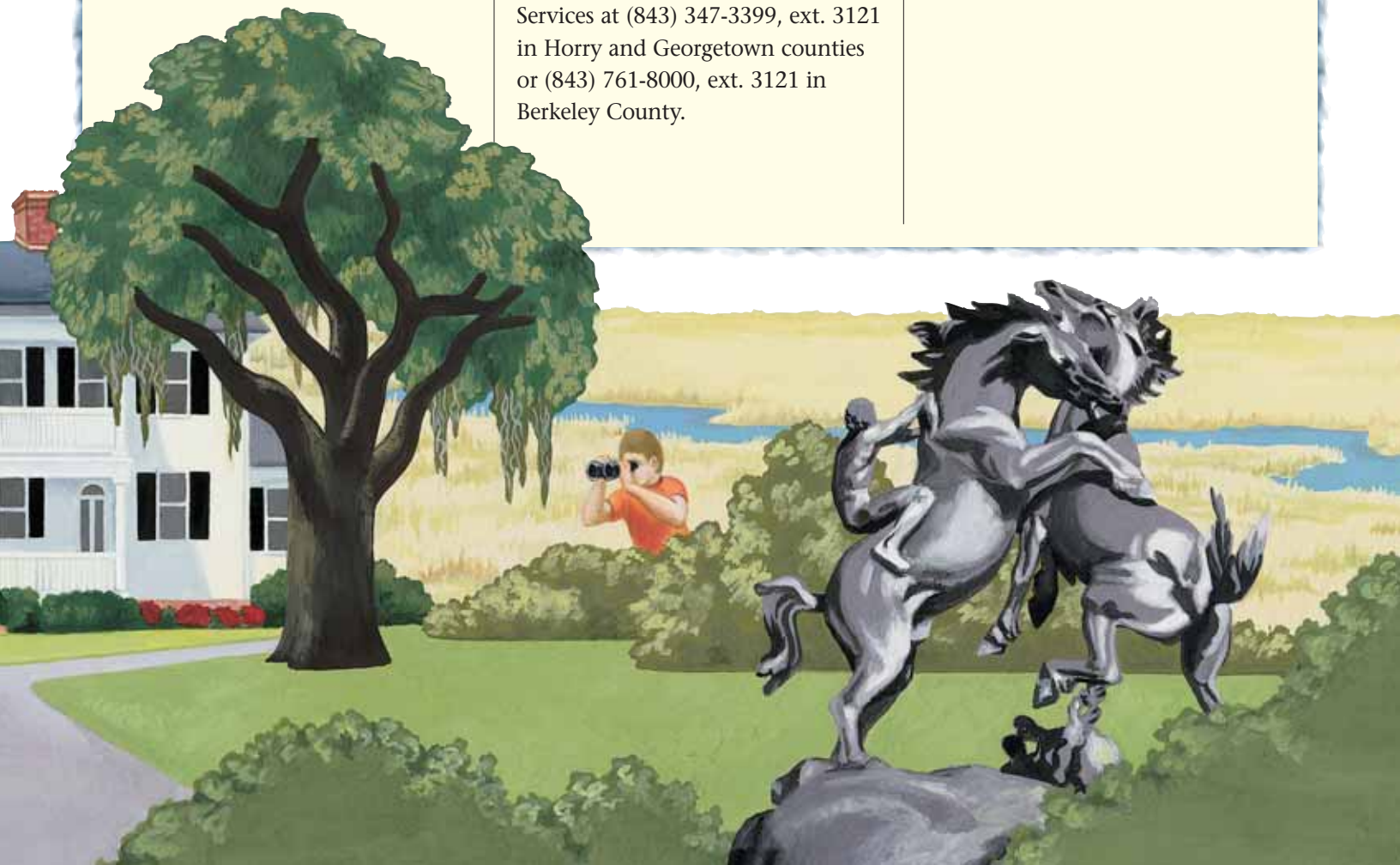
Because each business is different, we offer a free Energy Survey to pinpoint the exact improvements your business needs. This energy survey should be the first step in establishing your own business improvement program. Once you have the facts, you'll know more about your business, what to do to make it more comfortable, and what you can do to stretch your energy dollars. To request a survey, call Commercial Services at (843) 347-3399, ext. 3035 in Horry and Georgetown counties or (843) 761-8000, ext. 3035 in Berkeley County.

We also have available a very informative energy efficiency guide for commercial, industrial and governmental customers. To request a free copy please call Commercial Services at (843) 347-3399, ext. 3121 in Horry and Georgetown counties or (843) 761-8000, ext. 3121 in Berkeley County.

Thermal Energy Storage Program

Santee Cooper's Thermal Energy Storage Program enables large commercial businesses and industrial customers to shift their electrical demand for air conditioning to off-peak periods when both demand for electricity and the cost to produce it are lowest.

For more information about the thermal energy storage systems program, call Santee Cooper Commercial Services at (843) 347-3399, ext. 3035 in Horry and Georgetown counties or (843) 761-8000, ext. 3035 in Berkeley County.



Additional Services

Tree Trimming

Tree limbs can cause unnecessary power outages when they come in contact with power lines. As part of our commitment to the environment, Santee Cooper employs tree trimming and vegetation control methods that protect the health of individual trees, redirects growth away from the power lines, and encourages plant and wildlife biodiversity. If you would like to know more about vegetation management at Santee Cooper or notice tree limbs touching power lines, call (843) 347-3399, ext. 7389 in Horry and Georgetown counties or (843) 761-8000, ext. 7389 in Berkeley County.

Outdoor Rental Lights

Santee Cooper offers a lighting program with a number of outdoor rental lights that provide your home or business with added security, safety and convenience. The Heritage Collection offers lights that will add charm and sophistication to any home or business. Your monthly fee covers the complete cost of the light and includes the fixture, pole, installation, maintenance and power costs. To view our Heritage Collection you can get a brochure at any Santee Cooper Customer Service Office or visit: www.santeecooper.com/yourbusiness/outdoorlighting.html

Customer Care Guarantees

Santee Cooper has always been committed to providing efficient and courteous customer service. And now, we'll back those promises with written guarantees, and we'll pay you if we don't perform. For more detailed information on these guarantees, call your local Customer Service Office.

Energy Education

Santee Cooper is helping to increase energy awareness and the safe use of electricity by offering a wide range of energy-education programs and resources to school and community groups. These ongoing programs and resources are free and available to all public and private schools in the communities we serve. For information, call (843) 347-3399, ext. 3021 in Horry and Georgetown counties or (843) 761-8000, ext. 3021 in Berkeley County.

Life-Line Program

Santee Cooper has a Life-Line Program that allows us to pay special attention to the needs of our customers with special medical equipment, such as a kidney dialysis machine, respirator, oxygen machine or nebulizer. We require written notification from a licensed physician that interruption of your electric service would be life-threatening or could seriously aggravate the medical condition. Customers who have life sustaining equipment will be



notified of planned outages, and if a storm interrupts their service, while we cannot guarantee continuous service, we will make every attempt to restore power as quickly as possible.

For more information, please contact your nearest Santee Cooper Customer Service Office and ask to speak to the Life Line Coordinator.

Emergency Services

Interruption Of Power

If you need emergency service, please call toll-free, **1-888-769-7688**. Be prepared to give the following information to our Interactive Voice Response service: account name, your location, telephone number, nature of the problem (power outage, partial power, dim or flickering lights, etc.) and any additional information.

Emergency service is provided when a storm or other problem causes a loss of electric power, or when safety is jeopardized such as with a fallen power line.

If there is a power interruption at your home or business, it helps us isolate the problem if you make the following checks before you call:

1. Is there a blown fuse or tripped circuit breaker? The problem may be a faulty appliance or wiring.
2. Is the entire house without power?
3. Are your neighbors also without power?
4. Are your street lights out?

Severe Weather

Damage from severe storms may cause electric power to be disrupted for extended periods of time.

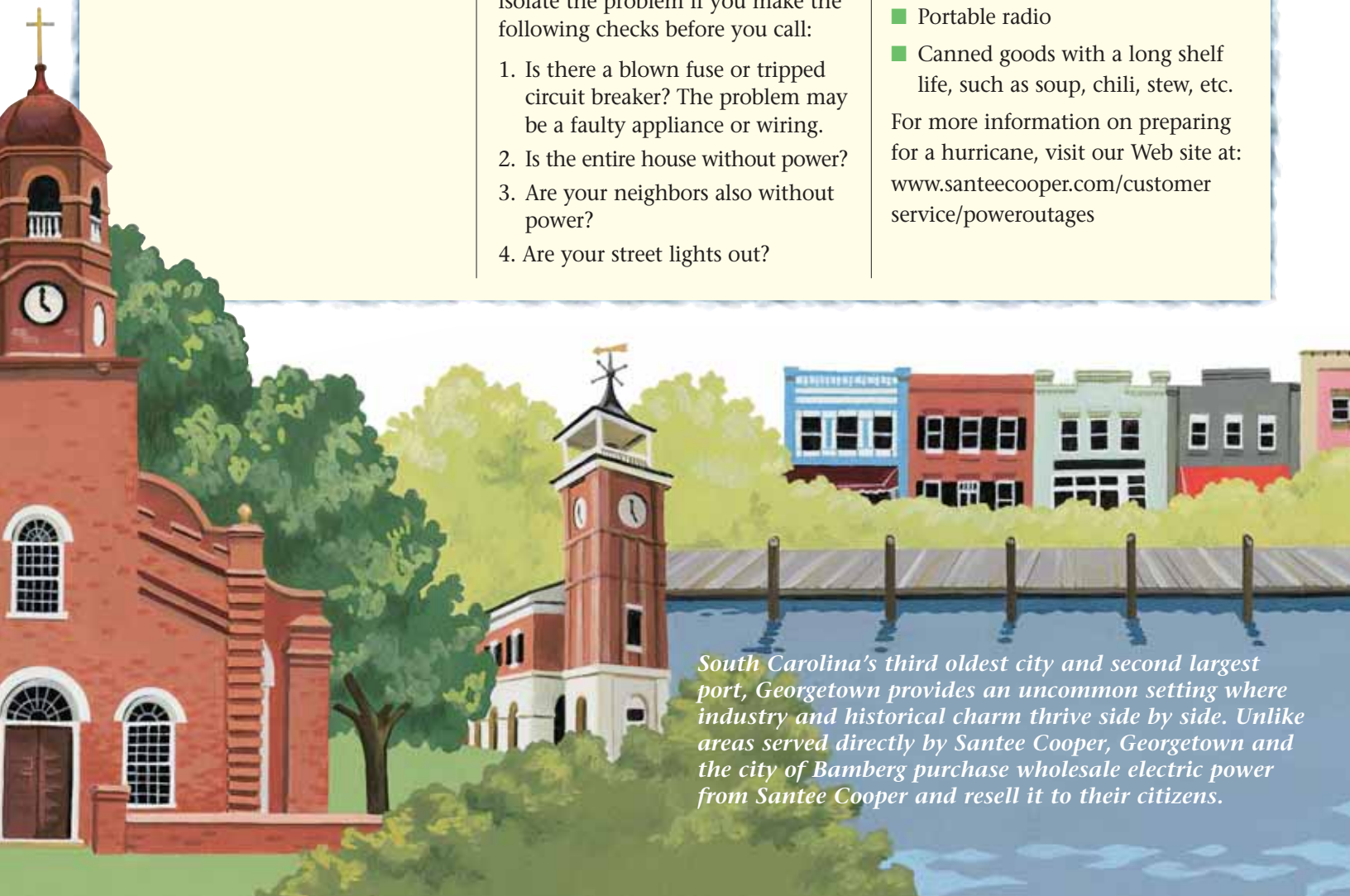
Being prepared now may save your life and property later. If a major storm disrupts service in your area, we offer the following suggestions to reduce the inconvenience of being without electricity:

Preparing For A Hurricane

Always have on hand:

- Flashlight with fresh and spare batteries
- Matches
- Candles
- Fuel for propane stoves, barbecue grills, lanterns, etc.
- Extra fresh water supplies
- Portable radio
- Canned goods with a long shelf life, such as soup, chili, stew, etc.

For more information on preparing for a hurricane, visit our Web site at: www.santeecooper.com/customer-service/poweroutages

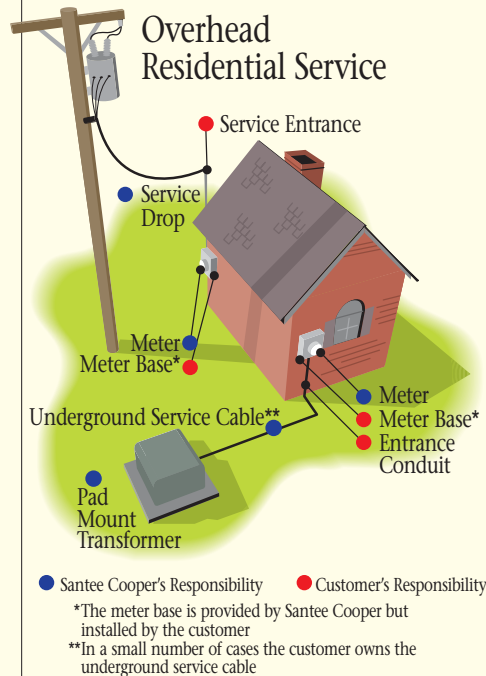


South Carolina's third oldest city and second largest port, Georgetown provides an uncommon setting where industry and historical charm thrive side by side. Unlike areas served directly by Santee Cooper, Georgetown and the city of Bamberg purchase wholesale electric power from Santee Cooper and resell it to their citizens.

If Electric Power Is Lost

- Check to see if neighbors' lights are off.
- Check fuses or breakers in your switch-box panel.
- If fuses or breakers are OK, call Santee Cooper. Please remember that during major outages the telephones at Santee Cooper will be busy most of the time. You may need to try several times before your call can be answered.
- Turn off all electrical appliances that were on (especially air conditioners, electric heaters and ranges).
- Use your portable radio and monitor newscasts and special messages from Santee Cooper.
- Keep refrigerators and freezers closed. Open only when necessary and then close quickly. Refrigerators will maintain food-preserving temperatures up to 24 hours. Freezers will keep food frozen 36-48 hours when fully loaded and well insulated. If thawing begins, add dry or wet ice, if possible. If you want to be prepared in advance, freeze water in slightly under-filled plastic jugs and use them to fill empty spaces in the freezer.
- Report immediately to police, fire department or civil defense hazards such as fallen or sparking lines, broken gas or water mains or overturned fuel trucks.
- Cook, if necessary, in your fire-place or on a barbecue grill or camping stove. Use the grill or camp stove outdoors to avoid toxic fumes.
- Open windows and doors for ventilation if necessary. If your electric power is lost, please call 1-888-769-7688.

In the event of a hurricane or other storm, you may experience damage to the cable, meter base, etc. that supplies your electric service. The diagram will help you determine who may be responsible for repairs.



When Power is Restored

- Turn on appliances one at a time as needed.
- Check food for possible spoilage.
- Should your neighbor's power be restored before yours, don't panic. You may be connected to a different transformer and will have power soon.
- Make a note to restock any supplies you'll need should a future power outage occur.

Planned Outages

Occasionally, Santee Cooper plans work that requires your electric power to be temporarily interrupted. Every effort will be made to notify you anytime this work will keep your power off for more than two hours. For work requiring lengthy outages, advance notification is given so you can prepare and make any necessary arrangements during the power outage.

Blink, Blink, Blink

Have you ever returned from work to find the digital clocks around your house blinking 12:00? Though it seems the momentary power interruptions are happening more frequently, this really isn't the case. The addition of more and more sensitive electronic equipment, such as VCRs, microwave ovens and computers has increased our awareness of brief interruptions.

The blinks actually indicate that our equipment is operating properly. They usually mean that some object has come in contact with an electric line. Often, it can be traced to a tree limb, animal or lightning. When the equipment senses the object, our safety equipment shuts off the power for an instant so the object can clear itself.

We're Here To Help

Santee Cooper is committed to providing quality service. If you have a question or problem, please notify your Customer Service representative.

It is important to hear from you because it gives us an opportunity to work with you to improve our service based on your needs.

Our service representatives are always available to help you. Our Customer Service Business Offices are centrally located in your city or town to serve you. Local business offices are open Monday through Friday from 8 a.m. to 5 p.m. Drive through service in most areas is open 8 a.m. to 5 p.m., Monday through Friday. Customer service online forms can be found at:

www.santeecooper.com/customer-service/forms_cs.html

Conway
100 Elm Street
Conway, SC 29526
843-248-5755
FAX 843-248-7315

Garden City
900 Inlet Square Drive
Murrells Inlet, SC 29576
843-651-1598
FAX 843-651-7889

Loris
3701 Walnut Street
Loris, SC 29569-0575
843-756-5541
FAX 843-756-7008

Moncks Corner
Corporate Offices
One Riverwood Drive
Moncks Corner, SC 29461
843-761-4060
FAX 843-761-7060

Myrtle Beach
1703 Oak Street
Myrtle Beach, SC 29577
843-448-2411
FAX 843-626-1923

North Myrtle Beach
1000 2nd Avenue North
North Myrtle Beach, SC 29582
843-249-3505
FAX 843-249-6843

Pawleys Island
126 Tiller Road
Pawleys Island, SC 29585
843-237-9222
FAX 843-237-8959

St. Stephen
1172 Main Street
St. Stephen, SC 29479
843-567-3346
FAX 843-567-4709

Other Important Numbers And Email Addresses

The numbers and email addresses below provide quick, easy access to a wide variety of services and information.

- Power Outage Emergency Service
1-888-POWROUT
(1-888-769-7688).
- Job Line 1-800-944-4747
Current Jobs available at Santee Cooper.
- Santee Cooper Lakes
1-800-92-LAKES The latest lake elevations, changes from previous day, inflows and planned discharges.
- GOFER Program
1-800-753-2233 Information and locations of used motor oil collection sites throughout the state.
- Hot Water Help Line
843-397-SAVE (7283) in Horry or Georgetown counties or 843-761-8000, extension 3261 in Berkeley County.
- Heat Pumps
1-800-395-WARM List of quality dealers from the South Carolina Heat Pump Dealers Association.
- Non-Local Customer Service
1-800-804-7424 For customers outside Horry, Georgetown and Berkeley counties.
- Customer Care:
customercare@santeecooper.com
- GreenPower Questions:
Commercial:
greenpowercomm@santeecooper.com
Residential:
greenpowerres@santeecooper.com

